

ORIGINAL



Michael F. Del Casino
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December 1, 2000

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

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Ms. Magalie Roman Salas
Federal Communications Commission
445 Twelfth Street, S.W. – Room TWB-204
Washington, D.C. 20554

Re: Written Ex parte – CC Docket No. 90-571

Dear Ms. Salas:

Attached are three (3) copies of the Fifth Quarter Report documenting the outreach efforts of the TRS Coin Sent Paid Industry Team. This information has been provided to Claude Stout of TDI and the Consumer Action Network (CAN) for their review.

Sincerely,

A handwritten signature in dark ink, appearing to read "M. DelCasino", written over a light-colored background.

M. DelCasino

Attachment

cc: Helene Schrier Nankin
Karen Peltz Strauss
Staci Pies

No. of Copies rec'd 0 + 2
List A B C D E

**TRS CSP Industry Educational
Activity Plan**

5th Quarterly Report
June, July, & August 2000

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Activity One

List of meetings attended at local, regional, and national levels which presented information to users on TRS CSP calling.

Activity Two

Direct Mailings on TRS CSP calling.

Activity Three

Articles placed in TRS user community publications. TRS provider newsletter, websites, industry and disability organization publications, etc., on TRS CSP calling.

Activity Four

Miscellaneous outreach via newspapers, public service announcements, customer notifications, special TTY directories, etc.

Activity Five

Joint industry/community meetings held to discuss further ways to create and disseminate educational materials to educate TRS users about access to relay services through payphones.

TRS Coin Sent Paid - Industrial Educational Activity Plan
Period Covered: August 2000

Activity 1 - List of meetings attended at local, regional, and national levels which presented information to users on TRS CSP calling. 1. Date 2. Name of organization or group; 3. Location; 4. Estimated number of people in attendance; 5. Information provided, a) educational letter, b) wallet-size instructional card, c) demo video on how to place a call from a payphone, d) all of the above, e) other (i.e., live demonstrations, etc.)

A, B

*Information provided at meetings (A&B) is attached. A copy of the video is available upon request.

DATE	S=State L=Local R=Regional N=National	NAME	CITY	STATE	ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
06/01/00	R=Regional	Ohio Dept. of Mental Health Conf.	Columbus	OH	2,000	E=Other (i.e., live preso)
06/01/00	L=Local	TACID Open House Fair	Tacoma	WA	30	E=Other (i.e., live preso)
06/02/00	L=Local	Illinois School for the Deaf	Jacksonville	ILL	30-35	E (presentation)
06/02/00	L	Hospital outreach	Sacramento, Truc	CA	35	A
06/02/00	L=Local	Assistive Technology Expo	Lawrence	MA	175	E=Other (live presentation)
06/02/00	L=Local	Center tour for DSG (developmental service group)	Baltimore	MD	2	A, B
06/02/00	R=Regional	NC Deaf Senior Citizens Assoc	Ashesboro	NC	75	B=Cards
06/02/00	L=Local	Town Hall	Las Vegas	NV	85	Live/B
06/03/00	L	SCRAD Coffee Night	Pasadena	CA	11	A
06/03/00	L=Local	Oregon Symposium	Portland	OR	75	B=Cards
06/05/00	L=Local	Franklin School	Alameda	CA	25	E=Other (i.e., live preso)
06/05/00	L	SCRAD Pizza Night	Ventura	CA	12	A
06/05/00	L=Local	St. Camilius Health Center	Whitinsville	MA	23	E=Other (live presentation)
06/05/00	L=Local	Solider's Home	Holyoke	MA	11	E=Other (live presentation)
06/05/00	L=Local	Town Hall	Reno	NV	40	Live/B
06/06/00	L	SCRAD Ice Cream Social	Burbank	CA	20	A
06/06/00	L=Local	ADA and Public Health Conference	Marlboro	MA	150	E=Other (Exhibit)
06/06/00	L=Local	Lowell Council on Aging	Lowell	MA	4	E=Other (live presentation)
06/06/00	L=Local	Long and Foster - Relay Partner training	Takoma Park	MD	20	A, B
06/07/00	L	OC-Deaf Seniors' Coffee Club	Cypress	CA	30	A
06/07/00	L=Local	The Learning Center/Randolph Campus	Randolph	MA	21	E=Other (live presentation)
06/07/00	L=Local	Downey Adoptive Services	Springfield	MA	6	E=Other (live presentation)
06/07/00	L=Local	Senior Community Night	Worcester	MA	35	E=Other (Exhibit/live presentation)
06/07/00	L=Local	Waukesha Department of Aging	Waukesha	WI	16	B, C
06/08/00	L=Local	Seattle Diversity Group	Seattle	WA	40	E=Other (i.e., live preso)
06/09/00	L	SCRAD Coffee Night	Orange	CA	110	A
06/10/00	L=Local	ICDA	Chicopee	MA	40	E=Other (live presentation)
06/10/00	L=Local	Booth Exhibit	St Louis	MO	300	Booth-cards
06/10/00	L=Local	Convention	W Yellowstone	MT	65	Live/B
06/10/00	L=Local	Deaf Awareness Day at Six Flags	Jackson	NJ	6000	A, B & E
06/10/00	L=Local	Town Hall Meeting	Provo	UT	30	E=Other (i.e., live preso)
06/12/00	L=Local	Dept of Corrections	Olympic	WA	6	E=Other (i.e., live preso)
06/13/00	L=Local	Relay Community Forum	New Bedford	MA	23	E=Other (Exhibit/live presentation)
06/13/00	L=Local	Long and Foster - Relay Partner training	Pikesville	MD	20	A, B

TRS Coin Sent Paid - Indu Educational Activity Plan
Period Covered: August 2000

DATE	S=State L=Local R=Regional N=National	NAME	CITY	STATE	ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
06/13/00	R=Regional	Telephone Association of Maine Convention	Rockland	ME	100 - 200	E
06/13/00	L=Local	Villa Marina Rehab Center	Superior	WI	13	B, C
06/14/00	L=Local	Framingham College Disability Services	Framingham	MA	4	E=Other (live presentation)
06/14/00	L=Local	American Marketing Association Excellence Award Dinner (appearance w/Nancy S.)	Baltimore	MD	60	E=Other (i.e., live preso)
06/14/00	L=Local	King County Brain Injury Networking	Seattle	WA	10	E=Other (i.e., live preso)
06/14/00	L=Local	Douglas County Human Resources	Superior	WI	12	B, C
06/15/00	L=Local	Outreach meeting	Louisville	KY	2	B, C
06/15/00	L=Local	Hearing Loss Support Group - VCO training	Parkville	MD	50	A, B
06/15/00	R=Regional	NC Registry of Interpreters f/t Deaf	Charlotte	NC	155	B=Cards
06/15/00	L=Local	Seattle Diversity Group	Bellingham	WA	25	E=Other (i.e., live preso)
06/15/00	L=Local	Dove Home Health	Superior	WI	10	B, C
06/16/00	L=Local	Sturbridge Host Hotel	Sturbridge	MA	11	E=Other (live presentation)
06/16/00	L=Local	Sturbridge Council on Aging	Sturbridge	MA	21	E=Other (live presentation)
06/17/00	L	Tri-County GLAD Teen Workshop	Ventura	CA	30	A
06/17/00	N=National	SHHH National Convention	St. Paul	MN	899	D=All of the Above
06/18/00	L=Local	Great America	San Jose	CA	300	E=Other (i.e., live preso)
06/19/00	L=Local	Town Hall	Colorado Springs	CO	93	Live/B
06/19/00	L=Local	Outreach meeting	Louisville	KY	1	B, C
06/19/00	L=Local	Disabilities Access Panel Discussion	Worcester	MA	56	E=Other (live presentation)
06/19/00	L=Local	MSPCC Boston	Boston	MA	3	E=Other (live presentation)
06/19/00	L=Local	Firth Senior Center	Firth	NE	18	B, C
06/20/00	L=Local	Foote School	New Haven	CT	20	B=Cards
06/20/00	L=Local	Outreach meeting	Danville	KY		B, C
06/20/00	L=Local	Ms. Deaf Kentucky Pageant	Danville	KY		E=Other (i.e., live preso)
06/20/00	L=Local	Kentucky Commission for the Deaf and H of H	Frankfort	KY		B, C
06/20/00	L=Local	"Silent Games"	Danville	KY		E=Other (i.e., live preso)
06/20/00	L=Local	Fairview Hospital Admissions	G. Barrington	MA	44	E=Other (live presentation)
06/21/00	L=Local	Outreach meeting	Louisville	KY		B, C
06/21/00	L=Local	Kentucky Association of the Deaf	Danville	KY		B, C
06/21/00	L=Local	Deaf Senior Citizens Center	Louisville	KY		B, C
06/21/00	L=Local	Eastern Kentucky Support Group for the Deaf	Richmond	KY		B, C
06/21/00	L=Local	KY Lions Club for the Deaf and HOH	Richmond	KY		B, C
06/21/00	L=Local	St. Tammany Parish Hospital's Rehab Center	Covington	LA	12	B, C
06/21/00	L=Local	Fidelity Investments (with MRC)	Boston	MA	11	E=Other (live presentation)
06/21/00	L=Local	Iowa County Commission on Aging	Dodgeville	WI	10	B, C
06/22/00	L=Local	Outreach meeting	Louisville	KY	2	B, C
06/22/00	L=Local	Kentucky Retirement System	Frankfort	KY		B, C
06/22/00	L=Local	Kentucky's Teacher Retirement System	Frankfort	KY		B, C
06/22/00	L=Local	Southeast Baptist Church	Louisville	KY		B, C
06/22/00	L=Local	MSPCC Holyoke	Holyoke	MA	8	E=Other (live presentation)

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DATE	S=State L=Local R=Regional N=National	NAME	CITY	STATE	ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
06/22/00	L=Local	Elder Services of Martha's Vineyard	Oak Bluffs	MA	12	E=Other (live presentation)
06/22/00	L=Local	MV Community Service Center	Oak Bluffs	MA	5	E=Other (live presentation)
06/22/00	L=Local	Windell Nursing Home	Oak Bluffs	MA	21	E=Other (live presentation)
06/22/00	L=Local	Enoch Pratt Free Library - Relay Partner training	Baltimore	MD	40	A, B
06/22/00	L=Local	Center tour for UMBC ASL 1 students	Baltimore	MD	1	A, B
06/22/00	L=Local	Portland Adult Education --- ASL Class	Portland	ME	17	E
06/23/00	L=Local	Outreach meeting	Louisville	KY		B, C
06/23/00	L=Local	The Alliance of Community Hospices	Louisville	KY		B, C
06/23/00	L=Local	American Red Cross	Louisville	KY		B, C
06/23/00	L=Local	Cain Center for the Disabled	Louisville	KY		B, C
06/23/00	L=Local	The Family Center	Louisville	KY		B, C
06/23/00	L=Local	MA Teachers Association Symposium	Worcester	MA	250	E=Other (Exhibit/live presentation)
06/24/00	L=Local	Tech Day-ALDA	San Jose	CA	100	E=Other (i.e., live preso)
06/24/00	L	East Bay ALDA Tech Fair	San Leandro	CA	100	A, E
06/24/00	L=Local	Outreach Presentation	Danville	KY		B, C
06/24/00	L=Local	"Silent Games" Kentucky School for the Deaf	Danville	KY		B, C
06/25/00	L	Southern Calif. Soccer Tournament	Encino	CA	100	A, E
06/25/00	L=Local	MSD Reunion - Exhibition	Frederick	MD	100	A, B
06/26/00	L	NorCAL Deaf Teen Camp	Auburn	CA	150	A, E
06/26/00	L=Local	Highland Terrace Apartments	Prestonburg	KY		B, C
06/26/00	L=Local	First Link of Bluegrass	Lexington	KY		B, C
06/26/00	L=Local	Special Trans. Department-Jefferson County	Louisville	KY		B, C
06/26/00	L=Local	Custom Quality Service	Louisville	KY		B, C
06/26/00	L=Local	Support Epilepsy in Guiding Epileptics	Louisville	KY		B, C
06/26/00	L=Local	ASL I Class at Boston University	Boston	MA	21	E=Other (live presentation)
06/26/00	R=Regional	Defense Finance Accounting System	Columbus	OH	1,000	E=Other (i.e., live preso)
06/27/00	R	Deaf GLOW Conference	San Francisco	CA	100	A
06/27/00	L=Local	Outreach meeting	Louisville	KY		B, C
06/27/00	L=Local	SHHH Dinner - Piccadilly Cafeteria	Louisville	KY		B, C
06/27/00	L=Local	Fern Creek Deaf Club	Louisville	KY		B, C
06/27/00	L=Local	Louisville Public Free Library	Louisville	KY		B, C
06/27/00	L=Local	Middlesex Child Development Center	Framingham	MA	9	E=Other (live presentation)
06/27/00	L=Local	Alzheimer's Conference - Exhibit	Baltimore	MD	50	E=Other (i.e., live preso)
06/28/00	L=Local	Department of Mental Health and retardation	Frankfort	KY		B, C
06/28/00	L=Local	Kentucky Retirement System	Frankfort	KY		B, C
06/28/00	L=Local	Oxmoor Retirement Lodge Center	Louisville	KY		B, C
06/28/00	L=Local	Northern Kentucky Convention Center	Covington	KY		B, C
06/28/00	L=Local	Northeast Network Meeting	Salem	MA	15	E=Other (live presentation)
06/28/00	L=Local	Deaf Culture training for new operators	Baltimore	MD	13	A, B
06/29/00	L	DHHSC VRS Open House	Fresno	CA	60	A

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DATE	S=State L=Local R=Regional N=National	NAME	CITY	STATE	ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
06/29/00	L=Local	Senior Citizens Center	Benton	KY		B,C
06/29/00	L=Local	Health Council	Frankfort	KY		B,C
06/29/00	L=Local	Elder Care	Louisville	KY		B,C
06/29/00	L=Local	Bowling Green Community Agency	Bowling Green	KY		B,C
06/29/00	L=Local	Maryland Relay training for new operators	Baltimore	MD	13	A, B
06/29/00	L=Local	Center tour for UMBC ASL 1 students (12:30pm)	Baltimore	MD	1	A, B
06/29/00	L=Local	Center tour for UMBC ASL 1 students (4pm)	Baltimore	MD	1	A, B
06/29/00	L=Local	Center tour for UMBC ASL 1 students (6 pm)	Baltimore	MD	1	A, B
06/30/00	L=Local	Louisville Urban League	Louisville	KY		B,C
06/30/00	L=Local	Highland Terrace Apartments	Prestonburg	KY		B,C
06/30/00	L=Local	First Link of Bluegrass	Lexington	KY		B,C
06/30/00	L=Local	Council of Retarded Citizens	Louisville	KY		B,C
06/30/00	R=Regional	Eastern NC School f/t Deaf	Wilson	NC	25	E=Other (i.e., live preso)
07/01/00	L=Local	Deaf Fest 2000	Milwaukee	WI	150	B, C
07/03/00	L=Local	Outreach meeting	Louisville	KY	4	B,C
07/03/00	L=Local	Kentucky Home Place	Pikeville	KY		B,C
07/03/00	L=Local	Oxmoor Retirement Community Center	Louisville	KY		B,C
07/05/00	L=Local	Outreach Meeting	Danville	KY	1	B,C
07/05/00	L=Local	Kentucky Hospital Association	Louisville	KY		B,C
07/06/00	L=Local	Outreach Meeting	Louisville	KY		B,C
07/06/00	L=Local	Deaf Senior Citizens Center	Louisville	KY		B,C
07/06/00	L=Local	Lowell Council on Aging	Lowell	MA	17	E=Other (live presentation)
07/06/00	R=Regional	Region XI DDD Case Managers	Seattle	WA	45	E=Other (i.e., live preso)
07/07/00	L=Local	Public Service Commission	Louisville	KY		E=Other (i.e., live preso)
07/10/00	L=Local	UCSD Cancer Center	San Diego	CA	6	E=Other (i.e., live preso)
07/10/00	L=Local	Adams Housing Authority	Adams	MA	6	E=Other (live presentation)
07/10/00	L=Local	Dane County 911 Center	Madison	WI	4	B, C
07/11/00	L=Local	SCRAD Pizza Party	San Diego	CA	75	E=Other (i.e., live preso)
07/11/00	L=Local	Gateway Technical College	Elkhorn	WI	20	B, C
07/12/00	L=Local	Coalition of Wisconsin Aging Groups	Appleton	WI	20	B, C
07/13/00	N=National	Say What Club	San Diego	CA	70	E=Other (i.e., live preso)
07/13/00	L=Local	Kentucky School for the Deaf	Danville	KY		D=All of the Above
07/13/00	L=Local	Finex House	Jamaica Plains	MA	11	E=Other (live presentation)
07/14/00	L=Local	Deaf Awareness Training - Gallaudet/ISG	Honolulu	HI	15	C/E
07/14/00	L=Local	Town Hall	St Louis	MO	100	E=Other (i.e., live preso)
07/14/00	R=Regional	Ohio Deaf Golf Tournament	Columbus	OH	50	E=Other (i.e., live preso)
07/15/00	L=Local	Fern Creek Deaf Club	Louisville	KY		B,C
07/15/00	L=Local	Boston Latino Deaf Picnic	Framingham	MA	25	E=Other (Exhibit)
07/17/00	L=Local	Mid-Continent College	Mayfield	KY		B,C
07/17/00	National	Booth Exhibit	Reno	NV	1200	Booth-cards
07/18/00	L=Local	Vocational rehab	Riverside	CA	210	B=Cards

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DATE	S=State L=Local R=Regional N=National	NAME	LOCATION		ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
	CITY		STATE			
07/18/00	L=Local	Louisville Public Free Library	Louisville	KY		B,C
07/18/00	L=Local	Disability Policy Consortium Annual Mtg	Boston	MA	20	E=Other (live presentation)
07/18/00	L=Local	MSAD Board Meeting	Malden	MA	11	E=Other (live presentation)
07/18/00	L=Local	Long and Foster - Relay Partner training	Columbia	MD	40	E=Other (i.e., live preso)
07/18/00	L=Local	Sauk County Commission on Aging	Baraboo	WI	10	B, C
07/19/00	L=Local	Poison Control Center	Little Rock	ARK	10	E=Other
07/19/00	L=Local	11th Mental Healthe Conference	Frankfort	KY		E=Other (i.e., live preso)
07/19/00	L=Local	Kentucky Hospital Association	Louisville	KY		B,C
07/19/00	L=Local	Jefferson County Public School System	Louisville	KY		B,C
07/19/00	L=Local	League of the Cities	Lexington	KY		B,C
07/19/00	L=Local	Kentucky School for the Deaf Alumni	Danville	KY		B,C
07/19/00	L=Local	Worcester Public Library	Worcester	MA	9	E=Other (live presentation)
07/20/00	L=Local	Gulf Coast Teaching Family Services	Baton Rouge	LA		B, C
07/21/00	L=Local	Andover Council on Aging	Andover	MA	23	E=Other (live presentation)
07/22/00	L=Local	Gay Pride Party	San Diego	CA	100	B=Cards
07/22/00	R=Regional	Maine Second Deaf Timberfest	Oxford	ME	400	B & E
07/24/00	L=Local	SHHH Derbytown	Louisville	KY		E=Other (i.e., live preso)
07/24/00	L=Local	First Link of Bluegrass	Lexington	KY		B, C
07/24/00	L=Local	Northern Kentucky Easter Seal Center	Covington	KY		B, C
07/25/00	L=Local	Baptist East Hospital	Louisville	KY		B, C
07/25/00		County Board of Education	Louisville	KY		E=Other
07/25/00	L=Local	Emphriam McDowell Hospital	Danville	KY		B, C
07/25/00	L=Local	Christina County Stoke Support Group	Hopkinsville	KY		B, C
07/25/00	L=Local	Cypress Hill Associates	Brookline	MA	5	E=Other (live presentation)
07/25/00	L=Local	Telecommunication System Center, Jefferson				
07/26/00	L=Local	Vocational Rehabilitation Service	Owensboro	KY		B, C
07/26/00	L=Local	Stroke Support Group	Lexington	KY		B, C
07/26/00	L=Local	Stroke Support Group - Baptist East Hospital	Louisville	KY		B, C
07/26/00	L=Local	Outreach Meeting	Louisville	KY	2	B, C
07/26/00	L=Local	SHHH Meeting	Louisville	KY		B, C
07/26/00	L=Local	Telecommunications Department - Board of Ed	Louisville	KY		E=Other
07/26/00	L=Local	Senior Citizens Center	Louisville	KY		B, C
07/26/00	L=Local	Boys and Girls Club of Worcester	Worcester	MA	13	E=Other (live presentation)
07/26/00	L=Local	Americans with Disabilites Act Anniversary	LaCrosse	WI	100	B, C
07/27/00	L=Local	Kentucky Hospital Association	Louisville	KY		B, C
07/27/00	L=Local	Kentucky Coalitions of School Volunteers	Hopkinsville	KY		B, C
07/27/00	L=Local	Stroke Support Group - Jewish Wellness Ctr.	Louisville	KY		B, C
07/27/00	L=Local	Consumer Outreach	Liberty	KY	1	B, C
07/27/00	L=Local	Consumer Outreach	Louisville	KY	1	B, C
07/27/00	L=Local	Personal Dept. of Subtitue Teachers	Louisville	KY		B, C
07/27/00	L=Local	Senior Service Network	Sudbury	MA	60	E=Other (live presentation)

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07/27/00	L=Local	ADA 10th Year Anniversary Celebration	Gardner	MA	100	E=Other (Exhibit)
07/27/00	L=Local	MultiCultural Community Services	Springfield	MA	8	E=Other (live presentation)
07/27/00	L=Local	Early Intervention Program	Beverly	MA	7	E=Other (live presentation)
07/27/00	L=Local	Shore to Shore	Madison	WI	20	B, C
07/28/00	L=Local	SEWSCDHH Training	Passco	WA	3	D=All of the Above
07/29/00	L=Local	Booth Exhibit	Colorado Springs	CO	435	Booth-cards
07/29/00	N=National	American Assoc. of Deaf/Blind Conv	Columbus	OH	1,000	E=Other (i.e., live preso)
07/30/00	L=Local	WTRS Annual Picnic	Madison	WI	250	B, C
07/31/00	L=Local	Shriners Hospital	Springfield	MA	5	E=Other (live presentation)
08/01/00	L=Local	Kansas School for the Deaf	Olathe	KS	200	E=Other (exhibit)
08/01/00	L=Local	Young at Heart Conference	Columbus	OH	500	E=Other (i.e., live preso)
08/02/00	L=Local	HAWC	Salem	MA	3	E=Other (live presentation)
08/03/00	N=National	ISAAC Conference Exhibit	Washington DC	DC	200	E=Other (i.e., live preso)
08/03/00	N=National	ISAAC Conference Speech to Speech/HCO	Washington DC	DC	3	E=Other (i.e., live preso)
08/03/00	L=Local	Six Flags New England	Agawam	MA	20	E=Other (live presentation)
08/03/00	L=Local	Early Intervention Program	Tauton	MA	11	E=Other (live presentation)
08/03/00	L=Local	Staff Training	Las Vegas	NV	3	Live/B
08/03/00	L=Local	Ripon College	Ripon	WI	25	B, C
08/03/00	L=Local	Home Visit	Beaver Dam	WI	1	D=All of the Above
08/04/00	N=National	ISAAC Conference Exhibit	Washington DC	DC	300	E=Other (i.e., live preso)
08/04/00	N=National	ISAAC Conference Speech to Speech/HCO presentation (Washington room)	Washington DC	DC	3	E=Other (i.e., live preso)
08/04/00	L=Local	Technology Day at Youth Leadership Forum	Boston	MA	100	E=Other (Exhibit/live presentation)
08/04/00	R=Regional	NC Assoc o/f Deaf	Fayetteville	NC	85	E=Other (i.e., live preso)
08/05/00	R=Regional	NHAD Annual Pinic	Hooksit	NH	112	B=Cards
08/06/00	L=Local	Catholic Deaf Community Meeting and Picnic	Baton Rouge	LA		B, C
08/07/00	L=Local	Domus Inc	Springfield	MA	11	E=Other (live presentation)
08/07/00	L=Local	Council on Aging	North Adams	MA	8	E=Other (live presentation)
08/08/00	R=Regional	FWAG-Golf tournament	Auburn	CA	80	E=Other (i.e., live preso)
08/08/00	R=Regional	Scioto County Fair	Lucasville	OH	250	A&B
08/08/00	R=Regional	Youth Leadership Forum	Columbus	OH	250	E=Other (i.e., live preso)
08/09/00	R=Regional	Far West Golf Association	Sacramento	CA	150	B=Cards
08/09/00	L=Local	Shore to Shore Relay Tour	Middleton	WI	10	B, C
08/11/00	L=Local	In home outreach	Erath	LA		D=All of the Above
08/11/00	L=Local	Women Protective Services	Framingham	MA	4	E=Other (live presentation)
08/11/00	R=Regional	Southeastern Athletic Assoc o/f Deaf	Charlotte	NC	450	B=Cards
08/11/00	L=Local	SEWSCDHH Training (2nd)	Passco	WA	5	D=All of the Above
08/11/00	L=Local	Marathon County Aging	Wausau	WI	13	B, C
08/12/00	L=Local	ICDA Cookout Day	Springfield	MA	31	E=Other (live presentation)
08/13/00	L=Local	Louisiana School for the Deaf Registration Day	Baton Rouge	LA		E=Other (i.e., live preso)
08/13/00	R=Regional	Camp Sign-a-watha	Weld	ME	120	B & E

TRS Coin Sent Paid - Indv Educational Activity Plan
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DATE	S=State L=Local R=Regional N=National	NAME	CITY	STATE	ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
08/14/00	L=Local	Worcester City Hall	Worcester	MA	12	E=Other (live presentation)
08/16/00	L=Local	Professional Women's Exchange Luncheon	Alexandria	LA		B,C
08/16/00	L=Local	AIDS Project	Worcester	MA	3	E=Other (live presentation)
08/16/00	L=Local	DCMDE	Boston	MA	9	E=Other (live presentation)
08/16/00	Local=Local	JCCC Interpreter Training Program	Overland Park	KS	18	D=All of the Above
08/16/00	R=Regional	DVR region IV Conference	Redmond	WA	100	E=Other (i.e., live preso)
08/17/00	L=Local	Louisiana Career Development Center	Baton Rouge	LA		B,C
08/17/00	L=Local	Services Against Family Violence	Malden	MA	11	E=Other (live presentation)
08/17/00	L=Local	MRC Worcester	Worcester	MA	3	E=Other (live presentation)
08/17/00	L=Local	ASHA Center	RTP	NC	60	E=Other (i.e., live preso)
08/18/00	R=Regional	Baywood Seniors Health Center	Hayward	CA	35	E=Other (i.e., live preso)
08/18/00	L=Local	State Fair	Sedalia	MO	2,000	Booth-cards
08/19/00	L=Local	Little Rock Assn. Of the Deaf	Little Rock	ARK	60	E=Other (live presentation)
08/19/00	R=Regional	NEAAD Softball Tournament	Vernon	CT	100	B=Cards
08/19/00	L=Local	Mini-WSAD Conference	Prosser	WA	30	E=Other (i.e., live preso)
08/20/00	L=Local	Arkansas School for the Deaf	Little Rock	ARK	200	E=Other (Exhibit)
08/20/00	L=Local	Booth Exhibit	Boulder	CO	66	Booth-cards
08/21/00	L=Local	Southwestern Bell Corp. Office	Little Rock	ARK	35	E=Other (live presentation)
08/22/00	L=Local	Berkshire Vocational Service	Pittsfield	MA	15	E=Other (live presentation)
08/22/00	L=Local	Our Friend's House Shelter	Pittsfield	MA	7	E=Other (live presentation)
08/22/00	L=Local	ASL Class at Boston Center for Adult Edu.	Boston	MA	23	E=Other (live presentation)
08/23/00	L=Local	Center for Human Development	Springfield	MA	13	E=Other (live presentation)
08/23/00	L=Local	Council on Aging	Ludlow	MA	20	E=Other (live presentation)
08/24/00	L=Local	Senior Service Network	Hopedale	MA	76	E=Other (live presentation)
08/26/00	R=Regional	Multi-Cultural Festival	San Jose	CA	500	e
08/28/00	L=Local	ASL I Class at MSAD	Malden	MA	6	E=Other (live presentation)
08/28/00	L=Local	NV Local Chapter	Las Vegas	NV	30	Live/B
08/29/00	L=Local	Miramar College Health Fair	San Diego	CA	80	E=Other (i.e., live preso)
08/29/00	L=Local	Faith House	Worcester	MA	2	E=Other (live presentation)
08/29/00	L=Local	Coalition of Aging	Madison	WI	20	B, C
08/30/00	L=Local	Charlestown Retirement Community - Senior Fair	Catonsville	MD	300	A,B
08/30/00	R=Regional	NC Rehab Assoc	Charlotte	NC	350	B=Cards
08/31/00	L=Local	Women's Crisis Center	Newburyport	MA	9	E=Other (live presentation)
08/31/00	L=Local	Sylvia's Haven	Devers	MA	4	E=Other (live presentation)
09/05/00	L=Local	Univ. of Central Arkansas	Little Rock	ARK	65	E=Other (live presentation)
09/06/00	R=Regional	Ohio Relay Consumer Committee	Columbus	OH	20	E=Other (i.e., live preso)
09/06/00	R=Regional	Oregon Customers	State wide	OR	2,000	brochures
09/07/00	L=Local	Univ. of Central Arkansas	Little Rock	ARK	60	E=Other (live presentation)
09/07/00	L=Local	Emergency personnel staff	Bolivar	MO	30	E=Other (i.e., live preso)
09/09/00	L=Local	NCAAD Members	Little Rock	ARK	25	E=Other (live presentation)
09/09/00	L=Local	San Jose Museum Tech	San Jose	CA	25	E=Other (i.e., live preso)

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09/09/00	L=Local	DCS DAAD at Balboa Park	San Diego	CA	500	E=Other (i.e., live preso)
09/09/00	L=Local	Deaf Awareness Day at World of Fun	Kansas City	MO	300	Booth-cards
09/09/00	L=Local	OAD Mini Convention	Salem	OR	65	B=Cards
09/12/00	L=Local	Rotary Club	Heber Springs	ARK	40	E=Other (live presentation)
09/12/00	L=Local	ASHA Center	RTP	NC	15	E=Other (i.e., live preso)
09/12/00	R=Regional	Tech Expo	Manchester	NH	2000	B=Cards
09/13/00	L=Local	Blytheville Seniors Day Community Event	Blytheville	ARK	750	E=Others (Exhibit)
09/13/00	L=Local	San Jose DCARA Open House	San Jose	CA	20	E=Other (i.e., live preso)
09/13/00	L=Local	Fresno Senior Citizen	Fresno	CA	25	E=Other (i.e., live preso)
09/13/00	L=Local	SHHH Bergen County	Teaneck	NJ	25	B & E
09/14/00	L=Local	Connecticut Mental Health Center	New Haven	CT	10	B=Cards
09/14/00	R=Regional	NC Assoc o/t School Libraries	Winston-Salem	NC	500	B=Cards
09/15/00	L=Local	Arkansas Independent Living Council	Little Rock	ARK	11	B=Cards
09/16/00	L=Local	Valley Deaf Festival	Fresno	CA	300	E=Other (i.e., live preso)
09/16/00	L=Local	Town Hall	Fulton	MO	40	E=Other (i.e., live preso)
09/20/00	R=Regional	Arkansas Aging Conference	Little Rock	ARK	300	E=Other (Exhibit)
09/20/00	L=Local	Aetna - US Healthcare	Middletown	CT	10	B=Cards
09/21/00	R=Regional	Dept of Children and Families	Meriden	CT	160	B=Cards
09/21/00	L=Local	Hearing, Speech and deafness Center	Seattle	WA	25	E=Other (i.e., live preso)
09/23/00	R=Regional	Eastern NC School f/t Deaf	Wilson	NC	300	B=Cards
09/24/00	L=Local	Town Hall	Cape Girardeau	MO	70	E=Other (i.e., live preso)
09/25/00	R=Regional	NC NENA Confernece	Wilmington	NC	450	B=Cards
09/25/00	L=Local	Parents of Deaf and HOH	Concord	NH	12	B=Cards
09/26/00	L=Local	CODIE Open House	Riverside	CA	150	E=Other (i.e., live preso)
09/26/00	L=Local	NVAD Convention	Las Vegas	NV	100	Live/B
09/27/00	L=Local	Chaffey High Svchool	Riverside	CA	12	E=Other (i.e., live preso)
09/27/00	L=Local	Mall in Riverside	Riverside	CA	200	E=Other (i.e., live preso)
09/28/00	L=Local	El Dorado Senior's Day	El Dorado	ARK	800	E=Others (Exhibit)
09/30/00	L=Local	Greensboro Deaf Awareness	Greensboro	NC	60	B=Cards
09/30/00	L=Local	Deaf and Hard of Hearing Community	Passco	WA	30	E=Other (i.e., live preso)
10/05/00	R=Regional	NC School f/t Deaf	Morganton	NC	85	E=Other (i.e., live preso)
08/11/00	R=Regional	Northwest Softball Tourney	Portland	OR	500	B=Cards
07/11/00	N=National	Intertribal Deaf Conf	Fairbanks	AK	150	B=Cards
06/01/00	N=National	AT&T Relay Website --- http://att.com/relay	N/A	N/A	---	E
06 2000	Local	SW Community House	Washington	DC	30	B
06 2000	Local	National Association of Black Aged Housing	Washington	DC	50	B
06 2000	Local	Body Wise @ UDC	Washington	DC	300	B
06 2000	Local	LeDroit Park Civic Center	Washington	DC	30	B
06 2000	Local	Assistive Technology Expo 2000	N. Andover	MA	24	B
06 2000	Local	Public Health and ADA ACT	Marboro	MA	9	B
06 2000	Local	Randolph Campus	Springfield	MA	18	B

TRS Coin Sent Paid - Indr Educational Activity Plan

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06 2000	National	SHHH	Saint Paul	MN	900	D
06 2000	Local	Vision Info Fair	Huntington	NY	80	A/B
06 2000	Local	Deaf Expo	Freeport	NY	250	A/B
06 2000	Local	ADA Conference	Smithtown	NY	300	A/B
06/08/00	L=Local	Bennet Senior Center	Bennet	NE	15	B, C
06/13/00	L=Local	Panama Senior Center		NE	12	B, C
06/15-18/00	N=National	SHHH Convention	St. Paul	MN	200	E=Other (i.e., live preso)
06/9-10/00	L=Local	Technology for Independence 2000 conference	Ruston	LA		B, C
07 2000	Local	St. Charles Support Grp	Port Jefferson	NY	50	A/B
07 2000	Local	SCOFA Advisory Committee	Happauge	NY	20	A/B
07 2000	Local	Independent Living Ctr	Holtsville	NY	40	A/B
07 2000	National	National Association of the Deaf	Norfolk	VA	2000	D
07/20/00	L=Local	Grand Island User Group Meeting	Grand Island	NE	20	B, C
07/25/00	L=Local	Hastings User Group Meeting	Hastings	NE	10	B, C
07/27-28/00	R=Regional	RID Region IV Conference	New Orleans	LA		B, C
07/3-8/00	N=National	Nation Assocation of the Deaf Convention	Norfolk	VA	1,000	E=Other (i.e., live preso)
08/05/00	L=Local	Biennial Meeting-Nebraska Assn. Of the Deaf	Lincoln	NE	40	B, C
08/10-11/00	R=Regional	Southwest Athletic Assoc. of the Deaf Softball	Lafayette	LA		E=Other (i.e., live preso)
08/16/00	L=Local	Omaha User Group Meeting	Omaha	NE	9	B, C
09 2000	Local	Gurwin Center	Commack	NY	50	A/B
6/14-17/00	R	NRA Regional Conference	Palm Springs	CA	100	A
7/12-13/00	L=Local	Coalition of Wisconsin Aging Groups Conv.	Appleton	WI	125	B, C
7/12-16/00	N	SayWhatClub Convention	San Diego	CA	150	A,B,E
7/19-22/00	R=Regional	KY RID Conference	Louisville	KY	100	E=Other (i.e., live preso)
7/19-22/00	L=Local	McGracken County Board of Education	Paducah	KY		B,C
7/19-22/00	L=Local	Northern Kentucky Services for the Deaf	Florence	KY		B, C
7/19-22/00	L=Local	Northern Kentucky Technical College	Florence	KY		B, C
7/19-22/00	L=Local	Kentucky Technical College	Lexington	KY		B, C
7/19-22/00	L=Local	Metroversity (United Parcel Service)	Louisville	KY		D=All of the Above
7/19-22/00	L=Local	Vocational Rehabilitation Service	Owensboro	KY		B, C
7/19-22/00	L=Local	Vocational Rehabilitation Service	Frankfort	KY		B, C
7/19-22/00	L=Local	Vocational Rehabilitation Service	Louisville	KY		B, C
7/19-22/00	L=Local	Vocational Rehabilitation Service	Danville	KY		B, C
8/14-8/16/00	N=National	APCO National Convention	Boston	MA	2500	E=Other (Exhibit)
8/2.00	L=Local	Pizza Party-B-GLAD	Bakersfeild	CA	31	E=Other (i.e., live preso)
8/26-27/00	R=Regional	CSDGA Golf Tournament	Windsor	CT	60	B=Cards
8/7-10/00	R	Far West Golf Assn. of the Deaf	Auburn	CA	150	A,B
9/16/00	L	Valley Deaf Festival	Fresno	CA	400	A,B,E
	L=Local	North Country Independent Living Center	Superior	WI	20	B, C
	L=Local	Douglas County Home Care	Superior	WI	20	B, C
	L=Local	Dodgeville Elementary School	Dodgeville	WI	20	B, C

TRS Coin Sent Paid - Industrial Educational Activity Plan

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DATE	S=State L=Local R=Regional N=National	NAME	LOCATION		ATTENDANCE	A=Letters B=Cards C=Video D=All of the Above E=Other (i.e., live preso)
			CITY	STATE		
	L=Local	Ripon College	Ripon	WI	15	B, C
	L=Local	Horicon State Bank	Beaver Dam	WI	15	B, C
	L=Local	Mid State Independent Living Center	Stevens Point	WI	4	B, C

TRS Coin Sent Paid - Industry Educational Activity Plan
Period Covered: June - August 2000

Activity 2 - Direct mailings on TRS Coin Sent Paid calling

Mailing Date	Recipient	Mailing Size
08/05/00	Utah Association of Deaf	100
09/12/00	Utah Association of Deaf	75
09/25/00	Utah School for the Deaf/ Blind	120
06/01/00	WA TRS users (Survey)	5,500
07/25/00	CSDHH	Portsmouth, OH
08/24/00	Community Service for the Deaf	Cleveland, OH
09/11/00	Customer Request	Westerville, OH
09/11/00	Customer Request	Columbus, OH
07/17/00	LRS Newsletter mailing	
06 2000	Verizon & Frontier Cust	130 Cards
06 2000	Verizon Customers - NY	11,000,000 Bill Inserts
06 2000	Frontier Customers - NY	1,100,000 Bill Inserts
06 2000	Verizon Customers - DE	600,000 Bill Inserts
07 2000	Verizon and Frontier Cust	150 Cards
06/01/00	Bill Soft Incorporated/MA	2 CSP Cards/Info Page
06/01/00	DMCA Boston/MA	2 CSP Cards/Info Page
06/01/00	DeWolfe Moving Services/MA	2 CSP Cards/Info Page
06/01/00	Haverhill Council on Aging/MA	2 CSP Cards/Info Page
06/01/00	TLC Randolph/MA	2 CSP Cards/Info Page
06/01/00	VSA/MA	2 CSP Cards/Info Page
07/01/00	CAFCO Development/MA	2 CSP Cards/Info Page
	Community Interpreter	
07/01/00	Services/MA	2 CSP Cards/Info Page
	DeWolfe Real Estate	
07/01/00	Company/MA	2 CSP Cards/Info Page
	Dorchester Youth	
07/01/00	Collaborative/MA	2 CSP Cards/Info Page
07/01/00	DST Technologies/MA	2 CSP Cards/Info Page
07/01/00	Folsom Social Services/MA	2 CSP Cards/Info Page
07/01/00	Kaplan Group (ASL)/MA	2 CSP Cards/Info Page
07/01/00	Lahey Clinic/MA	2 CSP Cards/Info Page
07/01/00	MRC Springfield/MA	2 CSP Cards/Info Page
07/01/00	Newbury College /MA	2 CSP Cards/Info Page
07/01/00	Partners Health Care/MA	2 CSP Cards/Info Page
07/01/00	Registry of Motor Vehicles/MA	2 CSP Cards/Info Page
	Roxbury Latina Ninos y Ninas	
07/01/00	Agency/MA	2 CSP Cards/Info Page
	Springfield Independent Living &	
07/01/00	Assisted Living Agency/MA	2 CSP Cards/Info Page
07/01/00	Work, Inc./MA	2 CSP Cards/Info Page
08/01/00	Associates, Inc./MA	2 CSP Cards/Info Page
08/01/00	Auburn Senior Center/MA	2 CSP Cards/Info Page
08/01/00	Auburn Rehabilitation Center/MA	2 CSP Cards/Info Page

TRS Coin Sent Paid - Industry Educational Activity Plan
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Mailing Date	Recipient	Mailing Size
	Jamaica Plains Arts	
08/01/00	Association/MA	2 CSP Cards/Info Page
08/01/00	Lifeline/MA	2 CSP Cards/Info Page
08/01/00	Plymouth Court Systems/MA	2 CSP Cards/Info Page
08/01/00	Sandwich Glass Museum/MA	2 CSP Cards/Info Page
08/01/00	Saugus Commons/MA	2 CSP Cards/Info Page
08/01/00	Seeknok Council on Aging/MA	2 CSP Cards/Info Page

C O N S U M E R N E W S

New York Relay Center Provides Services for the Deaf

The New York Relay Center helps customers in New York State who use a text telephone (TTY) to communicate with others using a standard voice telephone. The TTY customer types a message to the Relay Center communications assistant, who then orally "relays" the call to the voice customer, and vice-versa. The Relay Center operates 24 hours a day, seven days a week. All calls to the Center are free and confidential.

Bell Atlantic rates apply for local and regional calls and, under contract, Sprint automatically handles the long distance voice- or TTY-originated calls through the Relay Center (unless you request another long distance company). Long distance call detail is itemized on the Sprint page of your phone bill.

If you use a public pay phone to make calls to the Relay Center, you should know that:

- Local calls are provided at no cost to you.
- There is no additional charge for regional and long distance calls beyond the usual coin rates for these calls.
- There are no surcharges for using the Bell Atlantic Calling Card, other major calling cards or prepaid cards.

For more information, call the Relay Center on (TTY) 1 800 835-5515 or (V) 1 800 664-6349.

Easy Access to Your Account Information

To learn or report information about your Bell Atlantic account, call our automated, toll-free number, 1 800 698-3545, from anywhere in the state, any day of the week.

Here's what you can do:

- Order or learn about Bell Atlantic telephone products and services
- Check your billing or payment information
- Report a lost or stolen Bell Atlantic Calling Card or change your PIN
- Restore, suspend or disconnect your telephone service
- Order a local telephone directory

Please have at hand your telephone number and, for privacy purposes, your customer code. This code is the three digits that follow your telephone number at the top of your bill.



Visit us at www.BellAtlantic.com

Bell Atlantic — NY
 NYNEX
 New York Telephone
 Bell Atlantic Exurb/
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 NY 4/99 (Res Up/Down)

Now, to use *Delaware Relay* from anywhere inside the State, dial 7-1-1.

*Delaware Relay** is used by thousands of people each day and allows communication between standard telephone users and people who are deaf, hard of hearing or speech-disabled that use TTYs (text telephones).

Now you can reach *Delaware Relay* by dialing this simple, easy-to-remember number.

On July 8, 1998, Bell Atlantic pledged to provide 7-1-1 as a number that could be used to reach Relay centers throughout its service territory. Now, effective June 12, 2000, because of that promise, 7-1-1 is here and can be dialed from anywhere inside the State to access *Delaware Relay*.

How does *Delaware Relay* work? *Delaware Relay* connects a person using a TTY who cannot hear or speak clearly over the telephone with a standard telephone user. The Communication Assistant ("CA") then "relays" the conversation between the two parties. All calls are handled with strictest confidentiality. The CA Relay Operator has been trained to help conversations flow accurately and with ease. There is no limit on the number of times you may use the service, and there is no additional cost. And, *Delaware Relay* is available around the clock, 365 days per year.

You may not have heard about *Delaware Relay* before. Thousands of TTY users throughout the State rely on it to communicate with others. If you answer the telephone and *Delaware Relay* is on the line, please don't hang up. With your existing

telephone system and *Delaware Relay*, you could be communicating with family, friends, as well as a world of customers who use TTYs.

Local relay calls placed from a coin telephone are free. However, if a relay call placed from a coin telephone is toll or long distance, customers must use a prepaid, or calling, card; coins are not accepted. Toll calls using calling cards cost no more than if paid with coins or with prepaid cards. These rates vary by provider.

You may still use *Delaware Relay* from anywhere outside Delaware by dialing the 800 number that you currently use. But, from now on, when you call *Delaware Relay* from inside the State, use this simple, new number - 7-1-1.

To all Delaware relay and TTY users: PLEASE CONTINUE TO DIAL 9-1-1 FOR EMERGENCIES. 7-1-1 is to be used only to reach Delaware Relay in order to place regular calls.

To learn more about *Delaware Relay* and 7-1-1, please call 800-232-5470 (Voice) or 800-232-5460 (TTY).

* Provided by Bell Atlantic-Delaware, Inc through a contract with AT&T



TRS Coin Sent Paid - Industry Educational Activity Plan
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Activity 3 - Articles placed in TRS user community publications. TRS provider newsletters, websites, industry and disability organization publications, etc., on TRS CSP calling.

Date Article Published	Publication Name
06/17/00	Article on the Relay Service in "The Advocate"
07/01/00	Utah Association of Deaf newsletter
08/01/00	Utah Association of Deaf newsletter
08/01/00	<i>Deaf Community News</i> (MSAD)/MA

TRS Coin Sent Paid - Industry Educational Activity Plan
Period Covered: June - August 2000

Activity 4 - Miscellaneous outreach via newspapers, public service announcements, customer notifications, special TTY directories, etc.

Publication Date	Publication Name	Estimated Size of Audience
June 1, 2000	Silent News*	12,000
June 1, 2000	NAD Broadcaster*	26,000
June 1, 2000	Hearing Health*	20,000
June 1, 2000	DeafLife*	12,000
July 1, 2000	Newswave*	5,000
July 15, 2000	Channel 2 Morning Talk Show	Thousands

**Information on payphones inserted in Sprint Relay's 10th Anniversary ad page*

TRS Coin Sent Paid -Industry Educational Activity Plan
Period Covered: June - August 2000

Activity 5 - Joint industry/community meetings held to discuss further ways to create and disseminate educational materials to educate TRS users about access to relay services through payphones.

Meeting Date	Persons In Attendance	Meeting Summary
6/19/00	John Evans	ACCESS 2000 Conference
7/10/00	Zeph Mental Health Center	Relay training
9/6/00	Ohio Relay Consumer Committee	Presentation